

**Message: RE: A2A Database Data Issues****✉ RE: A2A Database Data Issues**

**From** Carrie Hoelscher  
**To** Kraft, Emily  
**Cc**  
**Journal** Emily.Kraft@oa.mo.gov  
**Recipients**

**Date** Monday, April 3, 2017 9:02 AM

Good Morning Emily,

I forwarded your below email to our subcontractors after receiving it and received the following reply from Options in Branson. I found this helpful in better understanding and felt I needed to pass this along to you.

*"I will be double checking our info regarding the schooling. One thing I have noticed is that sometimes the client is not honest about their level of schooling. I don't know if it is embarrassment or something else, but I have noticed that sometimes they will say on their first appointment they are further along in schooling than they really are."*

Have a great Monday!

Carrie

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**From:** Kraft, Emily [mailto:[Emily.Kraft@oa.mo.gov](mailto:Emily.Kraft@oa.mo.gov)]  
**Sent:** Tuesday, March 28, 2017 2:21 PM  
**To:** 'Carrie Hoelscher' ; 'Kristen M. Setterlund, MSW, LCSW' ; Schott, Kyle ; 'Andrea Vent' ; 'Megan Lengerman' ; 'Abigail Chisom' ; 'Laura Griggs' ; 'Julie Ball' ; 'Angel McDonald'  
**Cc:** Benne, Joy  
**Subject:** A2A Database Data Issues

Hello all,

Now that we're two months into the new contract and we're starting to get usable data into the new system, I've been comparing intake data with discharge data to monitor client outcomes. However, I've noticed a few issues that I wanted to bring it to your attention so that you can be sure that your case managers are getting accurate information. After all, the database isn't worth much if the data entered isn't correct.

- There are clients who are reported to have a high school diploma or GED upon intake, but somehow at discharge are being marked as not having a GED or high school diploma.
- Similarly, for the field where clients report the number of years of school they have completed, there are clients who have somehow discharged the program with fewer years of education than they had upon intake.

Also, for those of you who had issues with incorrect SSNs, ITSD will have to correct those on their end. Therefore, please call me once you have the correct SSNs and I will get that information down to

them. Please do not send full client SSNs to me over unencrypted email.

Thanks,

**Emily Kraft**

*Alternatives to Abortion Program Manager  
Truman Building, Room 430  
Jefferson City, MO 65102  
Phone: (573) 522-0003*